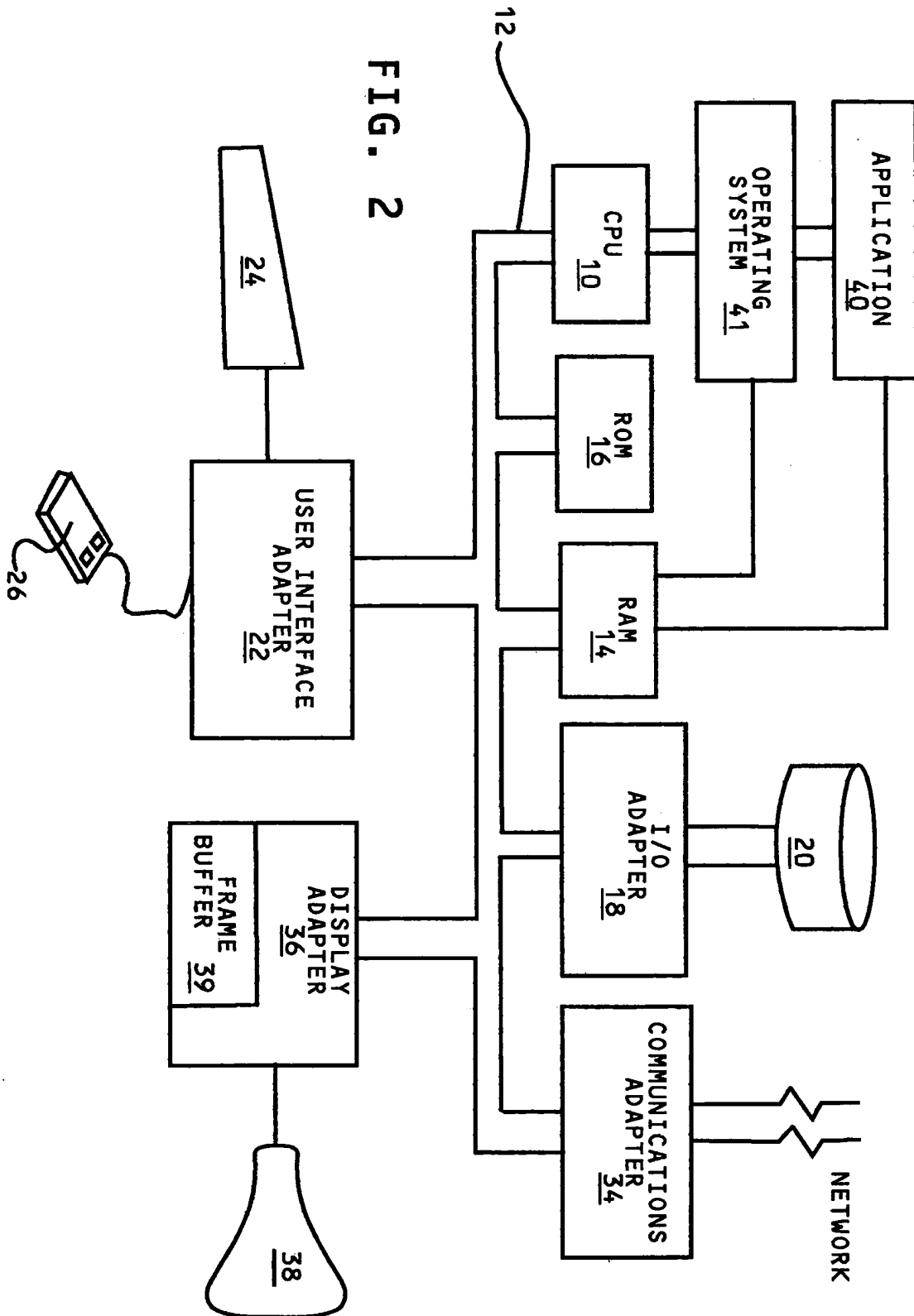


FIG. 1



Newark Service Center Defect Report

File Edit View Create Actions Window Help

Close Save

PRODUCT DEFECT
RELATES TO:
SELECT ONE

CPU-CONNECT	75
BROWSER	
SYSTEM CRASHES	
SLOWNESS	
SCREEN DISPLAY	
74	
HELP UNCLEAR	

73

Caller Simon Rutte

Address 140 W 52nd St
N.Y. N.Y.

Telephone 212-462-2207

Waiting Time 3M-15Sec.

Product Fax Saver

Warranty ☒ Yes ☐ No

72

71

Standard

FIG. 3

Newark Center Defect Report

File Edit View Create Actions Window Help

Close Save

DEFECT: SLOWNESS

MODEM TYPE

OPERATING SYS.

POWER SUPPLY

75

76

DOES SYSTEM CRASH ☐ Yes ☐ No

HOW OFTEN

COMMENTS

77

Caller

Address

Telephone

Waiting Time

Product

Warranty ☒ Yes ☐ No

72

SUBMIT

78

71

Island

FIG. 4

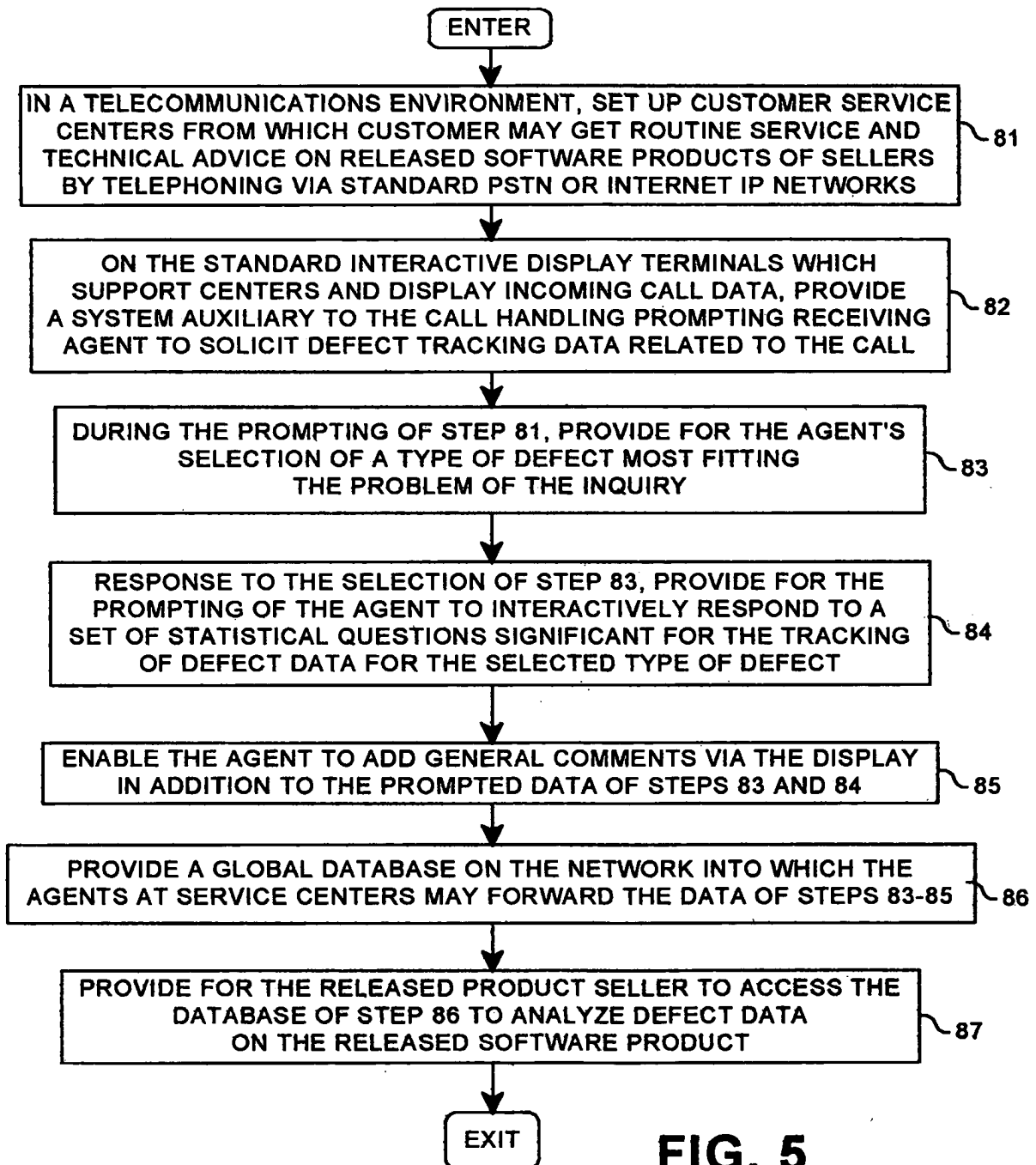


FIG. 5

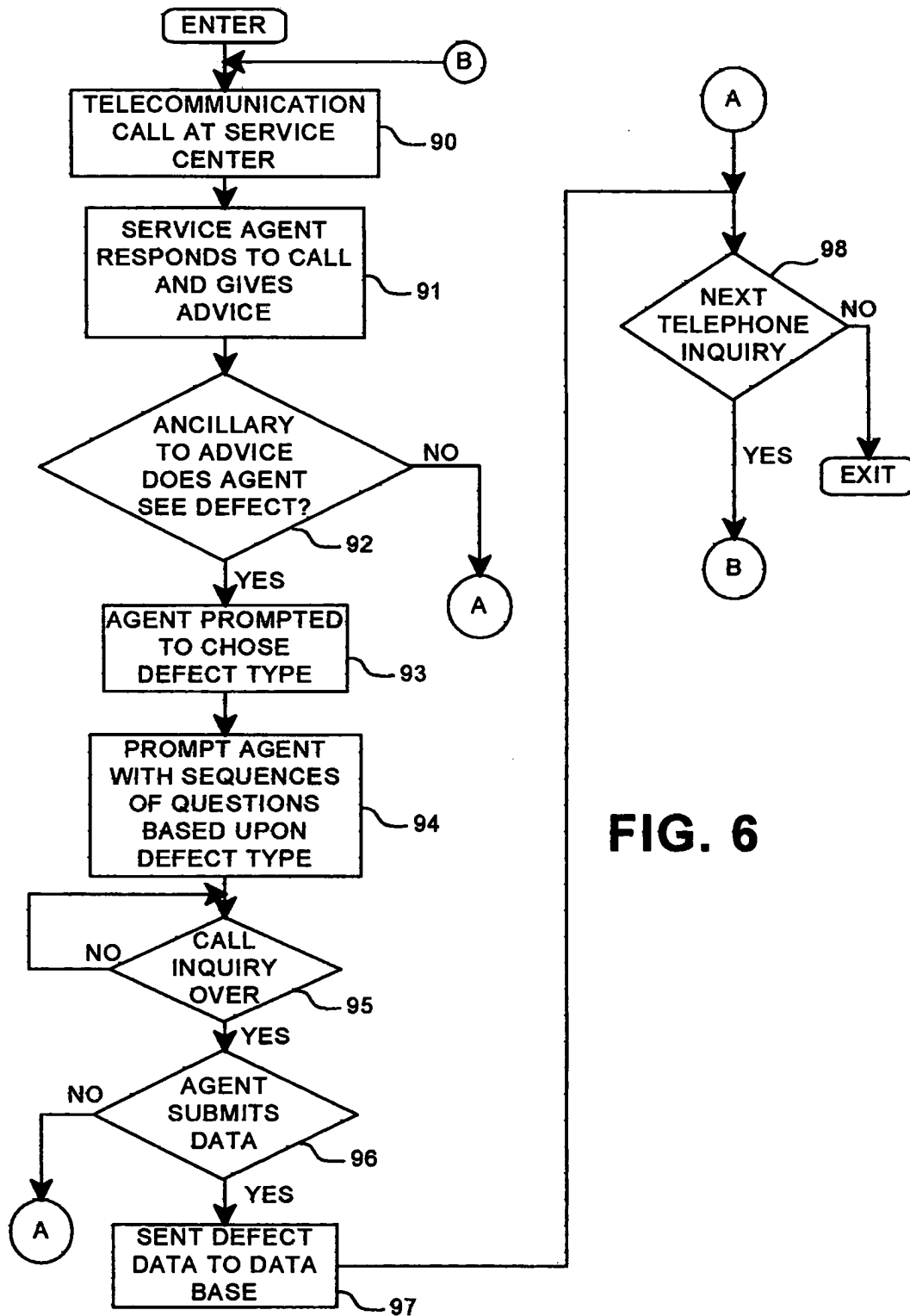


FIG. 6